



PEOPLE. PLATFORM. POSSIBILITIES.

# THE ONLY BPO OFFERING BOTH THE RESOURCES AND TECHNOLOGY TO DELIVER AN OPTIMAL CUSTOMER EXPERIENCE



Transforming your customer journey in today's business environment requires multi-disciplinary expertise and in many cases a significant capital investment. Service organisations must continually find new and better ways to support their customers while controlling operating and capital expenses. Smart organisations are partnering with Conduit Global to achieve the right balance between the best service experience and the lowest cost of delivery.

As a leading provider of customer care solutions, Conduit Global helps companies efficiently manage the complexities of transformational service delivery using innovative and strategic practices to drive operational efficiency.



BLENDING OMNI-CHANNEL ROUTING



TALENT ACQUISITION



PERFORMANCE MANAGEMENT



QUALITY MANAGEMENT



FACILITIES



WORKFORCE OPTIMISATION

Using an advanced omni-channel communications platform, our approach streamlines interactions to make it easy for our client's customers to resolve issues in their medium of choice. We partner to build and manage solutions that address traditional contact centre management challenges while enabling the next frontier in digital care.

- Comprehensive **recruitment and applicant tracking solutions** to find the best talent
- Customised **learning and development programs** for agents and management
- Closed-loop **proficiency and quality assurance** development strategies
- Optimise **workforce management** strategies
- **Global footprint** with contact centre facilities across 8 countries and 17 languages
- **Feature rich omni-channel** platform supports customised digital journeys
- Innovative **customer journey transformation** design services
- **Real-time & historical analytics** that present appropriate views of contact centre trends
- Customer engagement models to enhance **retention** and **loyalty** through **personalised** relationships
- Collaborative **performance management** models to improve delivery outcomes



## SERVICES

- Turnkey contact centre management of acquisition, service, sales and retention
- Customer journey design
- Digital transformations
- Outcome-based management



## BENEFITS

- Reduce customer effort
- Increased customer satisfaction
- Improved brand image
- Improved awareness of social feedback
- Lower operating and capital expenses
- Increased scalability and flexibility to meet demand



## INDUSTRIES

- Healthcare
- Financial Services
- Utilities
- Telecoms & Media
- Technology
- Retail & Commerce

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